



Building Policies:

Accessible Information

The Alamodome meets or exceeds all public facility structural and service requirements as set forth in the Americans with Disabilities Act.

ATM Locations

ATM's are located inside the Alamodome, on the Plaza level (2), in sections 103, 112, and 134.

Alcohol Beverage Policy

No Alcohol may be brought into the Alamodome. Alcoholic beverages may be purchased inside the facility. All persons must be age 21 or older and provide legal identification to purchase alcoholic beverages. Alcoholic purchases are limited to two (2) beverages per buyer for most events. Management has the right to refuse service at any time. Alcohol sales can be terminated at any time at the discretion of the Alamodome management.

Animals

Animals or pets of any kind are prohibited with the exception of service animals for guests with disabilities. Service animals are welcome inside the facility and must remain on a leash or in a harness at all times. If you intend to bring a service animal to the building, please notify your ticket representative at the time of the purchase so that an aisle seat may be reserved for you.

Banners and Signs

The Alamodome has a no banner policy. Small signs are allowed but larger signs with sticks or poles are not. Banners and signs may not be hung or fastened anywhere in the arena. Banners and signs must not be commercial in nature or obscene, or cause a disturbance with other fans. The Alamodome reserves the right to remove any banner or sign without exception.

Cameras, Video Cameras, Audio Recorders

Professional cameras are prohibited at all events in the Alamodome unless accompanied by appropriate media credentials. Cameras without flash may be allowed for some events. **Cameras with lenses that are 4 or more inches in length are NOT allowed.** Video cameras and audio recorders are prohibited in the Alamodome unless specifically approved. Please check in advance by calling 210.207.3600

Restrictions on the use of still and video cameras vary by event. The event producer determines this policy. Some sporting events permit still cameras without flash, but not recording devices. Concerts typically do not permit any cameras or recording devices (audio or video). Guests should contact the Alamodome representative at 210.207.3600 to find out the policy prior to the event.

Concealed Weapons

All weapons (handguns, etc.) will not be permitted on our premises, even if you have a concealed weapons permit.

Door Opening

The time the doors to the Alamodome open will vary according to the event. Please check in advance by checking the information of the event on this website or by calling 210.207.3600

Emergencies and Evacuations

The Alamodome is committed to providing the highest standard of safety for our visitors and employees. Emergency response procedures have been developed to address an emergency or crisis that might arise at the Alamodome or surrounding areas that might affect the facility operation. In case of emergency, proceed to the nearest stairwell, head down to the street level and out of the building.

The Alamodome personnel have been trained to assist in emergency situations. Areas of Rescue Assistance are available and visual and audible alarms are located throughout the building for use in the event of an emergency.

First Aid

Certified medical professionals are available at First Aid stations during all events to assist guests with medical needs. Guests in need of emergency first aid should contact the nearest Alamodome employee for assistance.

Food and Beverages

The Alamodome offers a wide variety of food and beverages throughout the facility. Guests are not permitted to bring any food or beverages into the Alamodome. Containers

such as bottles, cans, thermos bottles, or plastic coolers are not permitted for the safety and protection of our guests.

Guest Courtesy

The Alamodome is committed to providing an enjoyable family atmosphere. In order to maintain an enjoyable and safe environment, we request that all guests be courteous to those around them and abide by building policies and regulations. Guests using foul language or appearing intoxicated will be ejected from the Alamodome. Guests wearing obscene or indecent clothing will be denied entry. Shirts must be worn at all times. Noisemakers of any type are prohibited.

Lost and Found

If you lose an item during an event, please contact any Alamodome team member for assistance. Found items can be returned to Guest Relations. The Alamodome is not responsible for lost items. Found items will be returned to security for up to 30 days. For more information regarding a lost item please call Alamodome security at 210.207.3680.

Outside Vending

The selling or sampling of merchandise, food, beverages, tickets or other items on the property without written consent of the Alamodome is strictly prohibited.

Painted Fans

The Alamodome welcomes enthusiastic fans, but must reserve the rights to refuse admittance to any event if a guest has exposed, painted body parts. Guests are asked to wear shirt, pants, and shoes at all times and to refrain from painting their back or any area that might cause destruction to Alamodome property.

Prohibited Items

For safety reasons, patrons may be refused entry if they are in possession of prohibited items including, but not limited to: alcoholic beverages, illegal drugs, food, drinks, glass/plastic/metal containers, video recorders, audio recorders, fireworks, laser pointers, backpacks, coolers, knives, weapons of any type, baby seats or carriers, unauthorized noise makers, glitter, confetti, Frisbees, streamers, helium balloons, beach balls, parcels or packages, inflatable, or large bags of any kind. Cameras with lenses that are 4 or more inches in length are not allowed. The guest must throw the prohibited item in the trash or return the item to their vehicle. The Alamodome reserves the right to confiscate any prohibited items and/or escort the guest from the building.

Re-Entry

For most events at the Alamodome, re-entry is not allowed. You may contact an Alamodome team member to find out if re-entry is allowed for the event you are attending.

Restrooms

Restrooms are located throughout the Alamodome for your convenience. All restrooms meet or exceed ADA specifications. Men's, Women's and unisex restrooms are located on every level of the Alamodome.

Smoking Policy

In compliance with local and state laws, the Alamodome is a smoke-free facility. Guests are prohibited from smoking in public areas of the Alamodome. Smoking exits are located on the Plaza level (2) of the building.

Ticket Scalping

The resale of Alamodome admission tickets is strictly prohibited on the premises.

Wheelchairs

Parking and drop-off for people with disabilities is located in Lot A on the south side of the Alamodome. Proper handicap identification is needed to access this area.

Please check with the Alamodome Box Office for available handicap seating.